Owner's Manual for



Version 1.0

Another Quality Software Product from:

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Introduction

Welcome

NETigree[™]: An Introduction

As the Internet becomes increasingly popular kennel and cattery owners have commenced advertising their animals and services on the Internet. A critical part of that advertisement is showing the lineage – the pedigree – of their animals. A Pedigree is a powerful tool for showing off an animal's value to a potential buyer or stud customer.

Previous solutions involved the scanning or other method of rendering a pedigree into a graphic picture, aside from their low resolution, they are cumbersome to load and display on the Internet's World Wide Web.

Another solution has been HTML pedigrees, using a "table" feature in HTML. These pedigrees have the disadvantage of a nonstandard format, difficulty in creation, and being pretty ugly, too.

Therefore, Man's Best Friend Software invented NETigreeTM. It is a JAVATM-based solution, a *fully interactive pedigree*. The pedigree is presented in your choice of colors, in a scrollable window. Clicking on an individual animal returns detailed information about the animal, plus its picture if you have one attached to the animal.

NETigreeTM is compatible with The Breeder's Standard 4.0 and newer, and The Cattery's Standard 2.0 and newer. It reads these databases to produce the NETigree, a basic HTML page showing the NETigree, and all of the necessary picture files, rendered into GIF format for transmission to the Internet. Then, using FTP, NETigree will even transmit the information to the Internet for you. Placing incredible pedigrees on the Internet could not be simpler.

Audience for this Manual

This manual is intended for those persons who need a point of reference for the operation of NETigreeTM. The program is intended to be easy to use for all skill levels, and tool tips and switchable field tips are liberally provided to make it easy to learn the program's use and behavior.

This manual provides a synopsis of every function that NETigreeTM offers. The "How do I..." section offers helpful step-by-step tips on how to do many basic functions.

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Getting Started

What You Need

NETigreeTM is designed to run correctly on all versions of Microsoft Windows 95 and Windows NT. The minimum configuration for this program is:

- Intel® Pentium® 75mHz or better processor
- 4MB of RAM (8-12MB is Ideal)
- VGA display with at least 256 colors (16-bit color or better is ideal).
- 9-12MB of free disk space (18-24MB is ideal).
- Microsoft Windows 95 or Windows NT 4.0.

Generally speaking, any IBM-Compatible computer with Windows 95 or newer in general availability on or after June 1, 1996 will work with NETigreeTM.

Installation: Ready, SETUP, Go!

NETigreeTM comes on one diskette. It contains an installation program named SETUP.EXE. This program will create a directory and install NETigreeTM into that directory, and will make and adjust settings in the computer necessary to properly run NETigreeTM.

Installing on Windows NT 3.x:

To Install, place the diskette into the drive. From the Program Manager, select "File" from the Menu Bar, and select "Run..." from the menu that drops down.

Type the drive letter of the drive where the diskette is inserted instead of [drive]. for example, if you placed the diskette in to drive A:, you'd type A:SETUP.

SETUP will also add a file to your Windows Directory to tell NETigreeTM how to display its windows, and where to find its

databases. SETUP will ask you these questions as it runs; all you need to do is fill in the blanks.

Windows 95 and Windows NT 4.x

Click on the Start Button and choose the "Settings" menu. Then choose "Control Panel." Then Choose "Add/Remove Programs." The following window will pop up:



Figure: Windows 95 Add New Programs window.

Place Disk 1 into the drive and click "Install..." Windows will locate the diskette and the SETUP program and will then install the program into your computer.

What Happens Then?

After you do this, NETigree[™] will proceed to install itself onto your Hard Disk. This will include creating a directory on your hard disk, copying its programs and databases into that directory, installing the Windows Libraries for its database into Microsoft Windows (this will not affect your other programs), creating a Program Manager Group to hold the Icons for The Breeder's Standard[™], and then placing the icons into that group.

WINDOWS 3.1x WARNING:

You must make sure that SHARE.EXE is loaded when you try to run NETigreeTM for the first time! Without SHARE loaded, NETigreeTM will not work. SHARE comes with MS-DOS. We STRONGLY recommend loading SHARE in with your AUTOEXEC.BAT file, so that it starts up with your computer when you turn it on. SETUP will automatically do this for you, but please do not delete it!

Registration

Why we Require You to Register

We need to know who has which copies of the program. This helps us to know who is buying the program, and allows us to keep your costs low by preventing software piracy. The Software Publishers Association (SPA) estimates that over 50% of business PC software is illegally-used, and over 65% of personal PC software is illegally-used. This is *stealing*. Software companies cannot operate unless they are paid for what they produce.

We could raise prices to cover our costs, but this penalizes our honest customers by making them pay for the pirates' copies of the software. Instead of that, we keep our price low and make it nearly impossible to illegally use The Breeder's StandardTM. We plan to know *everyone* who buys our program, and to make it so that any illegal copy of the software is traceable, identifiable and practically unusable. This means that we'll be paid for our hard work, and in turn, you'll be paying less for the software and for technical support.

What This Means

When you pay for NETigreeTM, you are *required* to register the program. NETigreeTM will run on your computer for up to 14 *calendar days* after installation without being registered. You'll get a pop-up to remind you that you need to register to continue use of the software. After 14 days, when you start NETigreeTM, you will receive the registration window (see "How to Register" on page 11), and will need to call us at the number in the window to obtain your registration key, if it was not sent to you at the time of your shipment. Not entering the registration key will mean that NETigreeTM will not operate until it is entered.

Until the program is registered, the word "UNREGISTERED" will appear on all pedigrees the program generates.

How to Register

From the Help menu, choose the "Register..." option. This will start up the Registration window.

The registration window looks like this:



Figure: The Breeder's Standard™, Registration Window

Type in your name as you want it to appear on the Pedigree. Also, type in the control number from the inside front cover of this manual. Call us at the number on the window, and give us the name and control number. We'll verify that you are the owner of the control number, and will issue you a registration number. You type in the registration number and click on the "Register" button.

If you lose your registration number, and have to re-install the software, call us and we will issue you a new one, provided you are legally licensed to use the software.

Starting the Program

When the program is installed, you can commence using the program at once. NETigreeTM is installed into a program group or Windows 95/NT 4.0 folder named "NETigreeTM" You double click on the icon to start the program.

Where both TBS and TCS are present

Some users have both The Breeder's StandardTM and The Cattery's StandardTM installed on their computers. For those of you

in this situation, NETigreeTM has a mechanism to choose which database will be used for a particular session. You will get a window which looks like this:



Figure 2: Choose Which Program window

Click on the button for The Breeder's Standard[™] or The Cattery's Standard[™], depending on which one you wish to use.

You will not receive this window if you do not have both of these programs installed onto your computer.

NETigree: The JAVA[™] Applet

An Introduction

NETigree[™] comes in two distinct parts. The first part is the publication engine, which reads and translates the information contained on the databases from your kennel or cattery program. Then, there are the NETigree[™] JAVA applets, which are stored on your Internet web site and permit you to view the NETigree from a web browser, both locally and on the Internet.

How the NETigree Applet Works

The Basics

The NETigree $\ensuremath{^{\rm TM}}$ publication engine will construct several files. These include:

- 1. The NETigree file, which contains the information on your kennel or cattery, and the pedigree to be displayed.
- 2. A basic HTML page with code necessary to display the NETigree.
- 3. Copies of all necessary animal pictures, rendered into GIF format and appropriately sized.

When uploaded to the Internet, all of the above files give you a NETigree[™]-enabled web page for one animal. You can of course edit the HTML page, grab the applet command from it and shove it onto another page or just upload it as is. Your decision entirely.

What the Publication Engine Does

When someone accesses the web page on the Internet, several things happen:

- 1. NETigree[™] verifies that the web site running the NETigree is *authenticated* as yours this prevents software piracy and keeps your costs low.
- 2. NETigree[™] reads the NETigree file.

3. NETigree[™] then displays the pedigree on the web page per instructions you give in the NETigree file.

The Pedigree Page

The end result is that you will be able to display a pedigree, scrollable and *interactive* on your Internet web page.

What you end up with is something like this:



Figure 3: NETigree[™] in a web browser

You can control the color of NETigreeTM, the color of the background, the color of the animals, everything. This is done in the publication engine.

Individual Animal Display

If you click on an individual animal in the NETigree, you will see its information. Something like this will be the result:



Figure 4: Individual Dog display, NETigree[™] Applet

Kennel/Cattery Information

NETigreeTM also displays information about your kennel or cattery. To get to this information, simply click on the Kennel (or Cattery as the case may be) button, and this will be displayed, along with your logo if you wish. The window will look like this:



Figure 5: Kennel/Cattery tab, NETigree[™] applet.

Aside from your name (which is entered via registration, see "Registration" on page 10), you have six additional lines of kennel or cattery identification. You also have the option to include a logo for your kennel or cattery, which is read in from a graphics file. NETigree[™] takes care of translating the graphics file from the format you have it in to the correct GIF format for use on the Internet.

Other Features

NETigreeTM gives you control over the look and feel of the applet. For example, if you find the NETigreeTM title on the applet not to your liking, you can deactivate it. Then the NETigree will look something like this:



Figure 6: NETigree Applet, with no Title Bar visible.

NETigreeTM is designed to allow unique presentations of your animal's pedigree, and to give you the flexibility needed to make that pedigree fit your needs.

NETigree™ Publication Engine

Introduction

The NETigreeTM applet requires multiple files to be placed on the Internet for it to work properly. These files include:

- 1. The JAVA applets
- 2. The NETigree control file
- 3. The picture and logo GIF files
- 4. The HTML page with the NETigree included.

To make this happen effectively, we have done as much as we can to automate the process. Why? It could be a difficult trialand-error session to get all of these files onto the Internet without the help of a program to assemble them, check them for accuracy, and to actually put them where they need to be. This is where the Publication Engine fits in.

Basics

The NETigreeTM publication engine resides on your computer, and runs under Microsoft Windows. It does not need to be placed on the Internet, and in fact cannot. You run the publication engine, choose your settings, choose an animal and then save the NETigree to a special directory on your hard disk. Then, you can edit the HTML file any way you choose, and click the publish button to choose to transmit the NETigree and all necessary additional files to the Internet.

You start NETigree[™] by clicking on its icon on the Start Menu. When it activates, you receive a screen which looks like this:



Figure 7: NETigree Engine, Main Window, Setup Page.

You can use this page to set up the NETigrees you wish to create, save them to a special directory on your hard disk, view them locally on your web browser, and then send them to the Internet via FTP.

Starting Out - Choosing an Animal

Before you can save, view or publish a NETigree, you need to look up an animal. The Button named "Look Up..." accomplishes this for you. What you do is choose an animal from the list. The list is made up with animals from the current Kennel or Cattery from The Breeder's StandardTM or the Cattery's StandardTM.

The look up window looks like this:

Look up a Cat				
Search Characters				
Heg. Name	Prim. Reg.	Call Name		
KUHLWALD'S UDO V DER FREIHEIT	^PF000737			
KUHNBAR'S BREEZY V GANDOLF	WF790858			
KUHWALD'S TARA OF RONLYN'	^PF000588			
KUNA V. KRAYENBAIN	^RW0162	-		
KUNO VON BUTZENSEE	ADRK40415			
LacShen FancyFeat L'Emperor	TM717232/03	Napoleon		
LADY PORSCHE V SILBER WALD	^BW1472			
LAMBRETTA V. SILBERHALL	^RW0065			
LANDMARKS BLACK N' BLUE	RA 744795			
LANDMARKS MASTERPIECE	^RW0291			
LEO V. DURRBACHTAL	^RW1807			
Search By				
Reg. Name		•		
	_	OK X Cancel		
	· ·			

Figure 8: Look up Window.

To search the list, type some or all of the characters in an animal's name into the Search Character's field. Then double click the selected animal, and NETigree will enable the Save button so you can save a NETigree for the animal.

Setting up the NETigree

To set up a NETigree, there are several buttons along the left edge of the NETigreeTM window, and they are used to choose various aspects of the setup for the program. We will now cover each one of these windows.

Setup Page

This is used to set up the basic features of the NETigree which you will produce. This includes colors, title, type size and generations.

貘 NETigree(tm) by	v Man's Best Friend Software 💦 📃 🛛 🗙
<u>P</u> rogram <u>H</u> elp	
Ch. LacShen FancyF	eat L'Emperor ROM
,-	Extra Liew
💐 <u>S</u> etup	Set Up NETigree™ Look and Feel
🔒 Your Info	This page controls the general appearance of the NETigrees you publish. Choose colors and other pedigree characteristics.
	Pedigree Background Color: Change
📀 🛛 VVe <u>b</u> Site Info	NETigree™ Background Color: Change
	Non-Titled Animal Color: Change
inna <u>F</u> ields	Titled Animal Color: Change
5 Logo	Highlighted Animal Background: Change
😭 L <u>eg</u> ends	Cenerations ● 4 ● 5 ■ Show NETicree Title Bar
Press F1 for Help	

The Setup window looks like this:

Figure 9: Setup Page

There are several items to work with:

• Change Color Buttons: These buttons will allow you to choose colors for the background of the NETigree[™] applet, the background color of the NETigree pedigree, the color for titled and untitled animals, and the color that is used to highlight an animal when the mouse cursor lands on it.

The Choose Color window looks like this:



Figure 10: Choose Color

To choose a color pick it from the boxes on the left and click OK. To make a custom color, pick it from the spectrum, and click the "Add to custom colors"button, then choose it from the box on the left and click OK. The oval on the Setup page will show the color you have chosen.

- **Generations:** Choose the number of generations, 4 or 5.
- **Pedigree Type Size:** Choose the type size of the animal names in the pedigree, from 8 to 20 points.
- Show Netigree Title Bar: If this is checked, then you will see the words "Netigree(tm) by Man's Best Friend Software" at the tope of the NETigree, otherwise you will not.

As you type in each setting, it is saved.

Your Info Page

This page allows you to set up to six lines of text, in addition to your registered name, to be shown on the Kennel or Cattery tab of the NETigrees you generate.



The Your Info page looks like this:

Figure 10: Your Info page.

Enter up to six lines of identifying information. The first line will always be the registered name of the product owner (see "Registration" on page 10). This information is saved as you type it. Note: If you have both The Breeder's Standard and the Cattery's Standard, this information, except for the registered name, will be different for each program. You will need to type it once for each product, depending which one you select at startup (see "Where both TBS and TCS are present" on page 11).

Web Site Information Page

This page tells NETigreeTM the information it needs to enable the JAVA applet to display your NETigrees from the Internet. It also gives NETigreeTM the necessary information to sign on to your web site via FTP, and to upload your files to the Internet automatically.

💯 NETigree(tm) by Man's Best Friend Soltware 🛛 🛛 🛛 🔀						
Program Hei	P					
∿og⊕o <u>L</u> ook	No Currently active NETigree. Look up then Save. 🔀 Save 🔀 Bublish			∑′ <u>P</u> ublish		
No Animal Se	elected -	Click Look Up Button		<u>í</u>	g ⊻iew	E <u>x</u> it
%	<u>S</u> etup	Web Site Info				
		Authenticated URL:	members.aol.com/h	letigree		
🗟 🗹	ur Info	FTP Site Name:	members.aol.com			
		FTP User ID:	netigree			
🔹 VVe <u>b</u> S	ite Info	FTP Password:				
19236	Fields	FTP directory tree:	/netigree			
S	Logo Logo Logo Contact us at network of the set to work solely with your web site. If you din ot receive an authenticator disk in the mail, please contact us at netigree@mbfs.com with the URL of your web site and we will send you one.					
🖄 Le	gends	Without the auther Internet.	nticator, you can only	view your NE	Tigrees locally	and not on the
Press F1 for	Help		般 Load Authentic	ator		

The Web Site Information page looks like this:

Figure 11: Web Site Info page.

You have several items to work with. They are:

- Web Site URL: This is the URL of your Internet web site. You do not type this in, it is retrieved from the Authenticator, which is a file supplied by us and contains the information which will allow the NETigree[™] JAVA[™] applet run from the Internet on your site.
- **FTP Site Name**: This is the name of the site that FTP uses to access your web site. It will not have slashes in it, and may differ from your web site URL. If you are not sure of your FTP Site name, contact your Internet Service Provider.

- **FTP User ID**: This is the User ID which NETigree's engine will use to sign on to the FTP protocol at your web site to upload NETigrees.
- **FTP Password**: This is the password which NETigree will use to sign on to FTP at your web site. Whatever you type will show up as asterisks (*).
- Load Authenticator button: In order to show your NETigrees on the internet, you need to have an authentication code from us. This is an encrypted security code which tells NETigree what URL is acceptable to run. If you have a web site on AOL, this will allow any page on members.aol.com/[your screen name] to run. If you have a dedicated site, it will be something like www.yourname.com. The authenticator shows the correct URL as encrypted on the Web Site URL line.

To authenticate, you will receive a file from us, either on diskette or via e-mail. Click Load Authenticator, choose the NETIAUTH.INI file on the diskette or your hard drive, and click OK. NETigree will load the Authenticator and save it.

NOTE: You are allowed one URL per licensed copy of NETigree. The URL authentication will work on any lower-level directory and an unlimited number of HTML files in that URL. Additional URLs cost a full license fee each, and require you to enter the authenticator for that URL each time you publish a NETigree.

You are <u>NOT</u> licensed to show other peoples' animals on your web site. This means that you cannot purchase one copy of NETigreeTM, start a dog advertising site, and use NETigree to publish your customers' dogs. If you wish to do this sort of thing, you must contact us for a commercial license, which will bear additional fees.

Fields Page

This page tells NETigreeTM which fields to include on the animal information screen for each animal in the pedigree. You can select up to twelve fields from the provided list.

The fields page looks like this:

👷 NETigree(tm) by	v Man's Best Friend Soltware		? _ 🗆 ×
<u>P</u> rogram <u>H</u> elp			
∿ogebj Look Up			<u>P</u> ublish
Ch. LacShen FancyF	Feat L'Emperor ROM	Diew	E <u>×</u> it
Setup	Animal Fields to Show		
🗿 🛛 Your Info	Registered Name is always shown. Yo additional fields.	ou may select 1 more fields, for a tota	l of 12
Web Site Info	Breed	CERF Number	
• ••••	🧾 Gender	🗹 Call Name	
in Ejelds	Color	✓ Tag/Tattoo	
	Registration Number	🔽 Stud Date	
💪 Logo	🔽 Date of Birth	🔽 Inbreeding as Coeff.	
Ch Legends	🔽 Date of Death	🔽 Inbreeding as %	
	🔽 OFA Number	🔲 Breeder Name	
Press F1 for Help		Cwner	

Figure 12: Fields Page.

You can choose up to twelve of the following fields:

- Breed
- Gender
- Color
- Registration Number
- Date of Birth
- Date of Death
- OFA Number (for cats, Alt. Reg. 1)
- CERF Number (for cats, Alt. Reg. 2)
- Call Name
- Tag or Tattoo
- Stud Book Published in
- Inbreeding as coefficient (eg. 0.2550)
- Inbreeding as Percentage (eg. 25.50%)
- Breeder
- Owner

When you have checked off twelve fields, NETigreeTM will disable all unused check boxes. When you uncheck one box, then you can check off another, and so forth.

Logo Page

NETigreeTM allows you to put a logo onto the Kennel (cattery) tab of the NETigree. To do this, you choose a logo file on the Logo page, and NETigree, reads it in, makes it the right size if it's too large, and stores it in its own internal directory.

The Logo Page looks like this:



Figure 13: Logo Page.

Click the Add button to choose a picture file to be the logo file. The file can be in the BMP, JPG, GIF, PCX or TIF formats, up to 24-bit color (16 million colors). NETigree will save the file internally as a 256-color GIF, so we recommend that you use GIF as the format to put your graphic into before you use NETigree, or at least use 256 colors. That way, NETigree's color engine will not have to make guesses about the extra colors that will not fit onto the palette of a 256 color image. We use GIF because it is the prevalent file storage format for the Internet.

Legends Page

The Legends Page enables you as the NETigree[™] user to set up the names of the fields on the Animal Information display in the applet (see "Individual Animal Display" on Page 15). You can change each label to text of your own choosing, up to 20 characters per label, or nothing at all if you choose.

The Legends page looks like this:

🐉 NETigree(tm) by Man's Best Friend Software 2 💷 🗙					
<u>P</u> rogram <u>H</u> elp					
∿എഎ <u>L</u> ook Up				Save Z B	ublish
Ch. LacShen FancyF	eat L'Emperor ROM	л	in the second	g ⊻iew 🚺	E⊻it
Setup	Legends				
A Your Info	Use this page to give the fields that NETigree shows your own names. Up to 20 characters supported per legend.				
	Animal Name:	Name:			
🛞 We <u>b</u> Site Info	Your Info Tab:	Kennel	CERF Number	CERF Number:	
	Breed:	Breed:	Call Name:	Call Name:	
imma Eields	Gender:	Gender:	Tag/Tattoo:	Tag/Tattoo:	
	Color:	Color:	Stud Book Date:	Stud Book:	
S Logo	Reg. Number:	Reg. Number:	Inbreed, Coef.:	Inbreeding:	
Legends	Date of Birth:	Date of Birth:	Inbreed, %:	Inbreeding Pctg.:	
	Date of Death:	Date of Death:	Breeder:	Breeder:	
Press F1 for Help	OFA Number	OFA Number:	Owner:	Owner:	

Figure 14: Legends Page.

Alter legends text as you see fit. It will stay that way until you change it.

Note: if you have both The Breeder's Standard[™] and The Cattery's Standard[™], the legends texts will be different for use with each package, and NETigree will save two sets of legends based on the package you choose to use with NETigree at the time.

Saving the NETigree

Once you have chosen an animal, (see "Starting Out - Choosing an Animal" on page 18), you then can save the NETigree to a disk directory. The disk directory is the directory for The Breeder's Standard[™] or the Cattery's Standard[™], depending on which program's database you are using, in a sub-directory (folder) named NETIOUT.

The complete Path and file name of the saved NETigree is shown at the top of the window, after save completes.

The saved file name looks like this:

WE Tigree(tm) by Man's Best Friend Software			
<u>Program</u> <u>H</u> elp			
രുക <u>L</u> ook Up	C:\tbs4\netiout\A514.ngr		
Ch. LacShen FancyFeat L'Emperor ROM			

Figure 15: Window fragment with Saved NETigree file name appearing.

The save file name is determined by NETigree in such a way that no two dogs will ever have the same file names. The HTML file has the same path but with .htm on the end.

Viewing Saved NETigrees on your Computer

Once you have saved a NETigree for the current dog, you can view it on your screen. This requires that you have a web browser defined to read .htm files on your computer. Microsoft Internet Explorer and Netscape both set themselves as file viewers for HTML file types; you will see the NETigree in the browser window of the **default** browser. NETigree does not offer a browser choice option.

Here is a browser view of a newly-generated NETigree:



Figure 16: Browser view (Local) NETigree

Editing the HTML File

Both Netscape and Internet Explorer offer editing of HTML files. NETigree supports this as far as the browser does. If your browser is not configured to allow HTML editing, then you can edit the file name by taking it down and working with it in a text editor prior to publishing it.

Publishing the NETigree to the Internet

The final step in putting your NETigree on the Internet is to publish it. After saving the NETigree, you then establish a winsock connection to the Internet, and click the Publish button.

NETigreeTM contacts your Internet web server, changes to the directory you specify, and then sends all of the necessary files to the Internet site.

The publish window looks like this:



Figure 17: NETigree[™] Publish window.

The publish window stays around while the download is occurring. Be patient, it may take a while. When it is done, a pop-up message will tell you so.

Special Note - members.aol.com

If you are publishing a NETigree to members.aol.com, you need to do the following things to ensure your NETigree gets up there correctly:

- 1. Set FTP User ID in the Web Site info to your screen name, WITHOUT any spaces. Just leave them out.
- 2. Remove all characters from the FTP Password.
- 3. Set your directory to a forward slash ('/') and your screen name as typed in above.
- 4. When you are ready to send a NETigree, start up AOL and sign on with the same screen name.
- 5. Then click publish. AOL will detect that you are signed on and will grant you the right access.

Trouble-Shooting Guide

Introduction

Every program will give someone a headache from time to time. The larger the company providing the program the more quickly a response can be obtained.

This is business software for those in the business of breeding dogs and cats. We pride ourselves on having set up one of the more innovative and responsive support mechanisms in this industry.

Figuring Things Out when There's a Problem

What to Check

Try rebooting the computer if you get a goofy error or a GPF. First, write everything down so you have it handy if you need to contact us for support.

Information to have ready for Technical Support

When you call or post a message to Man's Best Friend Software, please have the following information immediately available:

Your Control number, from the invoice or the Registration window (see "Registration" on page 10).

The number (if any) **and the full text** of any message you've received;

Exactly what you did to receive this message;

What happened if you followed the steps outlined in the manual (if there were steps) to correct the problem.

This will greatly help us to quickly identify and resolve your problems.

Warranty Procedure

The NETigreeTM program disks are warranteed for thirty days from the date you receive the program to be free from material defects. **This is NOT a money-back guarantee.** If you cannot make your installation diskette work, follow the procedure above for telephone support and call 847-395-3808. You will not be charged for support time for the call.

If we determine that your diskette has failed, we will send you a new diskette. If we need the old one back, we'll instruct you on how to ship it back to us, and give you an authorization number for the return. **DO NOT RETURN ANYTHING WITHOUT A VALID RMA NUMBER! ALL UNAUTHORIZED RETURNS ARE REFUSED!**

Contacting Us for Support

Internet

Man's Best Friend Software has one of the largest animal-related sites on the Internet. On this site, we have product news, demos, patches, free utilities and support information. Our World Wide Web address is:

http://www.mbfs.com

This is an ideal first-look support resource. If you need additional assistance, please send Email to:

support@mbfs.com

...which will get you technical aid, usually within a business day. For speedier support please see about our Support Plans listed below.

CompuServe® Interactive

Man's Best Friend Software maintains a presence on Compu-Serve® Interactive, one of the largest on-line services. From CompuServe, simply type GO PFVENA and choose section 17 for us. Send Email to the Internet address **support@mbfs.com** for fastest response.

FAX

Our FAX is on line almost all of the time at **847-788-2404**. When FAXing, please send complete details, including all message number, texts, etc., so we can assist you. FAXes must have a return FAX number or an Internet Email address to be responded to. Unless you have a Support Plan, you will not re-

ceive a voice call-back for a FAXed-in support issue. No exceptions.

Telephone – First 21 days after Registration

When you register NETigreeTM, you are entitled to 21 days of telephone support at the telephone number **847-395-3808**. This is "call back" support, which means that you call and someone will get back to you, usually (nut NOT guaranteed) within one business day. Please give complete details when you leave your message so we can be as close to solving the problem as possible when we call.

Telephone Support After 21 Days

Along with the diskettes for NETigree[™] and this manual, you were provided with a brochure for our support plans. Once 21 days pass after you register the software, you must be enrolled in a support plan to use voice telephone to get technical support (no exceptions). Those not enrolled must use FAX or electronic mail access (Internet/Email/Compuserve) to obtain technical support assistance, and responses will be delivered via FAX or electronic mail.

The information in this manual may not be up to date. Refer to the Support brochure enclosed in the package. We reserve the right to change support plans at any time.

Support plans are purchased for The Breeder's Standard[™] or The Cattery's Standard[™] only, and include NETigree if you own it. There is no support plan for NETigree[™] only, since it is an add-on to these programs. This information is provided for information only.

Priority Support Plan

This support plan is for *priority* access to our technical support staff. This means that the *priority* line will be answered by a technical support staff member during business hours, and, if busy, you will get first priority call-back, first-come, first served. This plan has a low monthly cost which is paid by credit card on the 1st of the month (or the first business day after). You sign up for 12 months, and renew the support agreement every 12 months thereafter.

Once enrolled, you are entitled to use the priority toll-free number provided to you for any and all technical support assistance you need. You will also receive Version 4.1 free of charge, and will receive \$10 off towards an upgrade to Version 5.0, provided you continue to be enrolled in the support plan. Non-payment voids the free upgrade and the \$10 discount.

Standard Support Plan

There is a one-time-fee support plan which will give you access to a toll-free phone number for technical support on a call back basis. You pay one fee for up to twelve (12) hours of support in the next 12 months (unused credits do not carry over from year to year).

A support technician will call back from the message you leave and will give you assistance, within one business day. This is a good choice for someone who expects to make very little use of our support services, or whose budget cannot afford the fees of the Priority plan.

Program Messages

NETigree[™] provides detailed online help for all messages it issues. Simply click the "Help" button on the message for more details.Messages Guide

This is the messages guide for the messages you may get from NETigree:

Message 1

"There is no active kennel or cattery. Please exit NETigree, start the main program, and choose a kennel or cattery."

Cause: There is no active kennel or cattery in the Breeder's Standard or The Cattery's Standard.

Recovery: Create one using the Breeder's Standard or Cattery's Standard, as appropriate.

Message 2

"No authenticator loaded. Cannot upload to Internet without valid authenticator."

" on page 21). NETigree needs this to sign on to the web site and send the files.

Recovery: Go to the Web Site Information Page and type in the appropriate User ID and/or password.

Message 4

"FTP Site Name must be specified. Go to web site info and specify FTP SiteName for upload."

Cause: The FTP Site Name is not specified (see "Web Site Information Page" on page 21). NETigree needs this to sign on to the web site and send the files.

Recovery: Go to the Web Site Information Page and type in the appropriate site name. If unsure, contact your Internet Service Provider.

Glossary of Terms

FTP

FTP stands for File Transfer Protocol, and it is designed to allow people to transfer information, computer files, from one place to another on the Internet. NETigreeTM uses FTP to place the files it creates and the JAVA applets it needs onto the computer which is your web server.

GIF

GIF is a compressed, high-speed graphical picture format. Originally developed by CompuServe corporation, GIF files are the most popular graphical file format on the Internet, and are supported by virtually all web browsers.

HTML

HTML is an acronym for Hypertext Markup Language, and it is a text format used by the Internet's World Wide Web to present information. Every document your web browser retrieves is written in HTML.

JAVA

JAVA is a specialized language created by Sun Microsystems Corporation. It is designed to run JAVA programs and applets on different types of computers without the author having to make a special version for each different computer. This makes JAVA an ideal environment for running programs on the Internet, where many different types of computers need to reliably access the same information. NETigreeTM is a set of JAVA applets designed to operate on the Internet.

URL

Short for Uniform Resource Locator. It is your web site address. For example, our home page URL is http://www.mbfs.com.

Winsock

Winsock is a generic term carried over from Windows 3.1 to talk about a connection to the Internet. Before you can publish a NETigree to the Internet, you need an active connection.

World Wide Web

A part of the Internet, designed to show formatted, graphicallyrich content to users. Developed in the Early 1990s, the Web, as it is called, is accessed using a web browser. The most popular browsers are made by Microsoft and Netscape Communications Corp.

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